5. Operating Instructions: Hours of Operation

1. The integrated adult careers service will be available through the telephone, face-to-face and web channels as follows:

Telephone channel

2. The hours of operation for the telephone channel (core service) will be 08:00 to 22:00 Monday to Sunday with the following exceptions in 2010/11:

Christmas Eve	Friday 24th December	8.00 am. - 4.00 pm
Christmas Day	Saturday 25th December	Closed
Boxing Day	Sunday 26th December	Closed
New Year's Eve	Friday 31st December	8.00 am - 4.00 pm
New Year's Day	Saturday 1st January	Closed
-	Sunday 2nd January	8.00 – 4.00 pm

Language Lines

3. The Language Lines will be available 09:00 to 17:00 Monday to Friday (with the exception for Punjabi and Urdu which will be available 9am - 8pm). See Service Offer section of Operating Instructions for further details of Language Line support.

4. Telephone numbers for the Language line service are in the Service Offer section of these Operating Instructions and the Next Step website.

Face-to-face channel

5. The face-to-face channel will put in place flexible hours of operation to meet demand and customer need. This includes operating at times to meet the needs of external organisations including employers in redundancy situations.

6. Prime Contractors must ensure arrangements are in place to receive calls through a single contact point from the telephone channel so there is a seamless transfer of customers wanting to book a face-to-face session. As a minimum these arrangements should be available Monday to Friday 09.00 hours to 17.00 hours (excluding bank holidays)

7. In instances where customers contact the telephone channel for a face-to-face appointment and the office is closed, then calls will be queued in the CRM for the Prime Contractor to follow up on the next working day.

8. The Prime Contractor will inform the contact centre of the main delivery hours of the face-to-face channel.

9. The Prime Contractor will hold details of the operating hours (for service delivery) of all of their service delivery outlets, including outreach centres. The opening hours for delivery of the service should also be displayed at the centre/location delivering the service.

Web channel

10. The web channel will be available 24 hours a day 7 days a week (with very occasional exceptions where the system needs update or maintenance) and will clearly state the main operating hours of the Telephone and Face-to-face service.